

# CUSTOMER EXPERIENCE

**Premio CMMC 2023**

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**DHL Express Italy – Excellence. Simply delivered**



# DHL EXPRESS: Leader del settore logistico



Oltre 220  
Paesi Serviti



+120.000 |  
**+9.000**  
Dipendenti



+3 Milioni |  
**+80.000**  
Clienti



+523 Milioni | **+50**  
**Milioni**  
Spedizioni anno



+118.000  
DHL ServicePoint



+320  
Aerei di proprietà



+2.300  
Voli al giorno



+34.600  
Veicoli



+3.400  
Filiali



3 Global Hubs  
19 Regional Hubs



# I quattro pillar per una Customer Experience Eccellente



## Il Cliente è al centro del nostro mondo

**Insanely Customer Centric Culture:** ognuno in DHL Express ha un ruolo essenziale nell'ascolto della Voce del Cliente così da avere un **miglioramento continuo** e una Customer Experience positiva.



QUALITY

Digitalization



CUSTOMER SERVICE



PEOPLE & LEADERSHIP

96% on-time



ON DEMAND DELIVERY

SPEDIZIONI	DHL	61,79	Nr. 1
MEDIA SETTORE	GLS	60,58	TOP
	BRT	60,55	TOP



Contact Center

Molteplici Canali di accesso  
Performance management



Great Place To Work #1 in EU, #5 in IT



# Customer Service

## Contact Center

**+600 People**

Leaders, Agents, Staff

**5 Contact Centers**

BGY, MIL, ROM, TRN, VCE

**~15.000**

Daily customer interactions

**~5.000**

Digital customer interactions

## Canali d'accesso

**Frontline**

Voice | Chat | Email | Social

**Backline**

Trace | Complaint | Claim | RB

**Premium Desks**

For our top customers

**Center of expertise**

Customs | Special Solutions

## Performance Management

**Grade of service &  
Abandon Call Rate**

**Trace, Claim,  
Complaint Closure**

**On-time Chat & Email  
Response**

**Customer call back rate**

# PEOPLE & LEADERSHIP: NPA and ICCC+

2012

2023

**+50.000v**  
alutazioni per  
year

**+2.000**  
Second Calls  
per year

**+100**  
Azioni per  
year



**1MIO+ Spedizioni TDI**

**Aspettative**

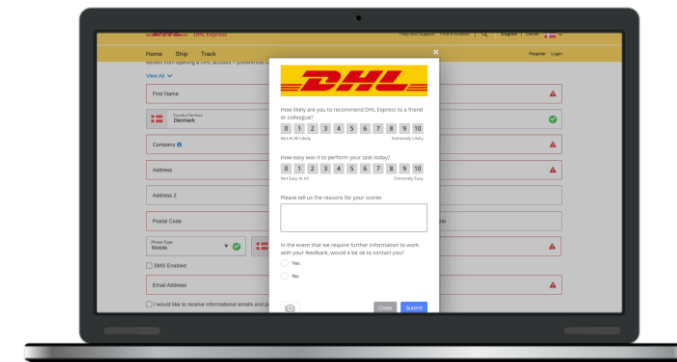
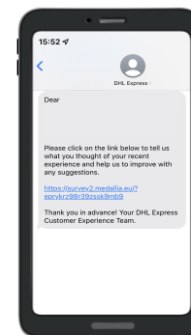
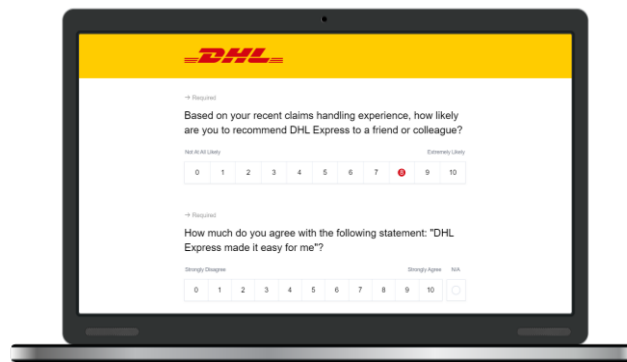
**Digitalizzazione**



# PEOPLE & LEADERSHIP: ICCC+

## ARTIFICIAL INTELLIGENCE (A.I.)

+ CANALI DI RACCOLTA



+ SOCIAL



facebook

Instagram

+ INDICATORI

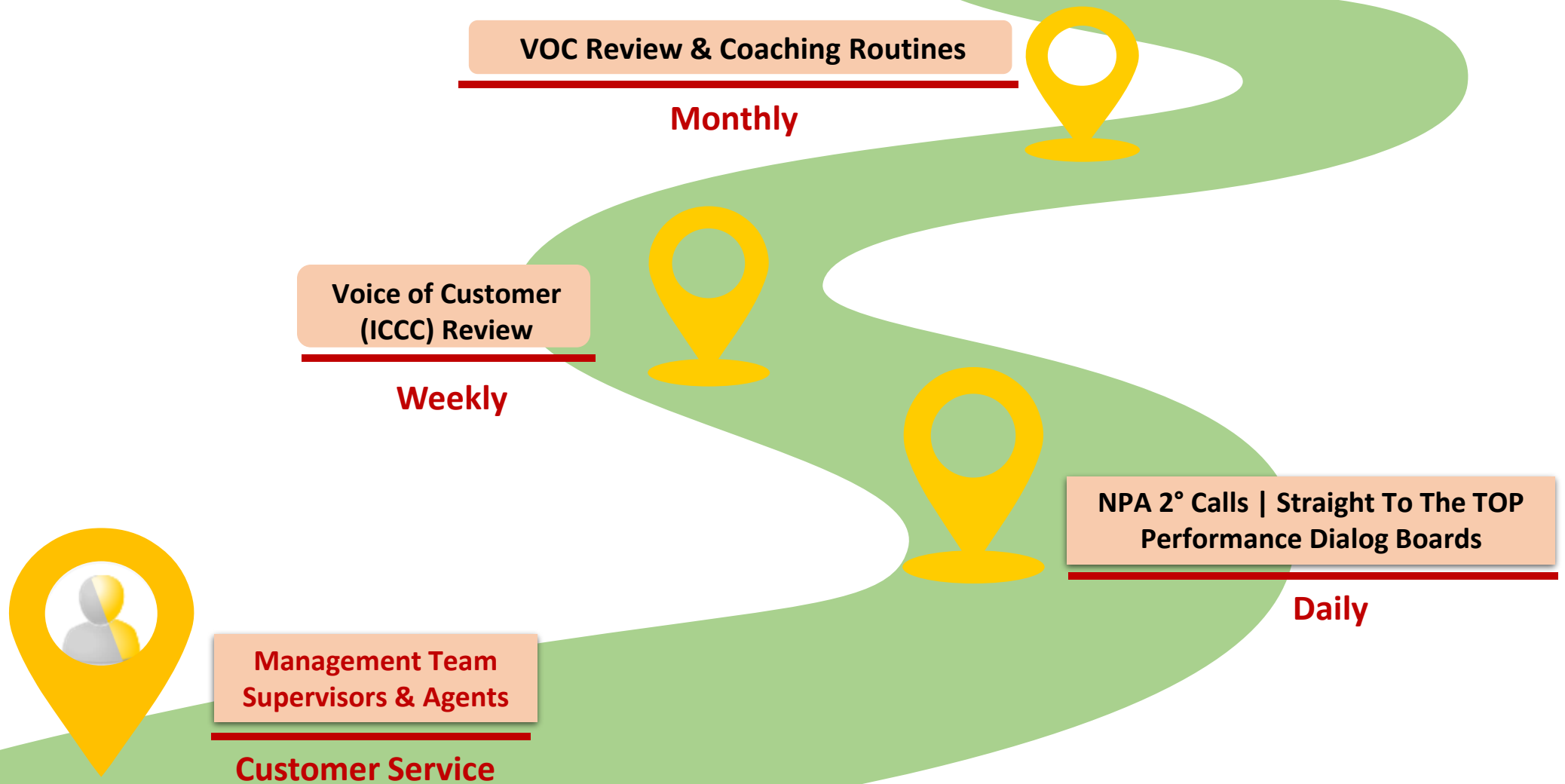
Ease of use?



Digital Satisfaction?



# PEOPLE & LEADERSHIP: ICCC Routines





Grazie